



Financial and Professional Services Industry

REAL TIME LABOR MARKET SUMMARY

February 2019

Financial and Professional Services Industry Labor Analysis Across the State During the last 6 Months

A sampling of the Financial and Professional Services industry for the 6-month period showed over 25,000 job postings for top demand jobs. The top occupation was Customer Service Representative, making up 9.8% of total job postings.

| Top Job Postings | | % of Online Job Postings |
|--------------------------|---|--------------------------|
| SOC code | Occupation | |
| Now Occupations | | |
| 43-4051 | Customer Service Representatives | 9.8% |
| 43-3071 | Tellers | 2.5% |
| 41-9011 | Demonstrators and Product Promoters | 0.6% |
| 43-4171 | Receptionists and Information Clerks | 0.5% |
| 43-9061 | Office Clerks, General | 0.4% |
| 43-9021 | Data Entry Keyers | 0.3% |
| 53-7062 | Laborers & Freight, Stock, & Material Movers | 0.2% |
| 43-5081 | Stock Clerks | 0.2% |
| 41-9041 | Telemarketers | 0.2% |
| 41-9099 | Sales and Related Workers, All Other | 0.1% |
| Next Occupations | | |
| 41-4012 | Sales Representatives, Wholesale & Manufacturing | 9.0% |
| 41-3021 | Insurance Sales Agents | 2.2% |
| 23-2011 | Paralegals and Legal Assistants | 1.7% |
| 27-1026 | Merchandise Displayers and Window Trimmers | 1.2% |
| 43-1011 | First-Line Supervisors of Office & Admin. Support Workers | 1.2% |
| 15-1151 | Computer User Support Specialists | 1.1% |
| 43-6014 | Secretaries and Administrative Assistants | 1.1% |
| 13-2082 | Tax Preparers | 1.1% |
| 43-3031 | Bookkeeping, Accounting, and Auditing Clerks | 0.9% |
| 41-3099 | Sales Representatives, Services, All Other | 0.7% |
| Later Occupations | | |
| 15-1132 | Software Developers, Applications | 4.7% |
| 11-9199 | Managers, All Other | 3.1% |
| 41-3031 | Sales Agents, Financial Services | 3.0% |
| 11-3031 | Financial Managers, Branch or Department | 2.5% |
| 13-1111 | Management Analysts | 2.5% |
| 11-2022 | Sales Managers | 1.7% |
| 13-2051 | Financial Analysts | 1.6% |
| 13-2072 | Loan Officers | 1.6% |
| 13-2052 | Personal Financial Advisors | 1.6% |
| 15-1121 | Computer Systems Analysts | 1.4% |

Occupations are divided into Now, Next and Later categories based on the typical training and education required. Now occupations typically require short-term on-the-job training, little to no experience, and/or a high school diploma. Next occupations typically require a non-degree certificate, associate's degree, apprenticeship, some experience, or moderate- to long-term training. Later occupations require a bachelor's degree or higher.

Although Customer Service Representative was the top occupation, the Later category made up over one-half (53%) of total job postings, indicating this is an industry that demands technical and skilled labor.

The top five employers for the 6-month period of Aug. 1, 2018 - Jan. 31, 2019 were:

- U.S. Bancorp
- H & R Block
- Centene Corporation
- Wells Fargo
- Commerce Bank

Financial and Professional Services Industry Skills and Certificates

| Top 10 Basic Skills | |
|--------------------------|------|
| Description | Rank |
| Communication Skills | 1 |
| Problem Solving | 2 |
| Microsoft Excel | 3 |
| Teamwork / Collaboration | 4 |
| Detail-Oriented | 5 |
| Microsoft Office | 6 |
| Organizational Skills | 7 |
| Written Communication | 8 |
| Research | 9 |
| Planning | 10 |

| Top 10 Specialized Skills | |
|---------------------------|------|
| Description | Rank |
| Customer Service | 1 |
| Sales | 2 |
| Customer Contact | 3 |
| Project Management | 4 |
| Scheduling | 5 |
| Budgeting | 6 |
| Product Sales | 7 |
| SQL | 8 |
| Accounting | 9 |
| Business Development | 10 |

Basic skills are the most numerous, found in the majority of job advertisements. Several soft skills such as communication, problem solving and teamwork ranked in the top 10. Communication skills were requested in over two-fifths (41%) of the job postings. Top requested specialized skills included customer service and sales.

| Top 10 Software Skills | |
|------------------------|------|
| Description | Rank |
| Microsoft Excel | 1 |
| Microsoft Office | 2 |
| Microsoft Word | 3 |
| Microsoft Powerpoint | 4 |
| SQL | 5 |
| Java | 6 |
| Software Development | 7 |
| Oracle | 8 |
| Microsoft Outlook | 9 |
| Software Engineering | 10 |

| Top 10 Certificates | |
|-----------------------------------|------|
| Description | Rank |
| Driver's License | 1 |
| Certified Public Accountant (CPA) | 2 |
| Insurance License | 3 |
| Insurance Agent Certification | 4 |
| Series 7 | 5 |
| Project Management Certification | 6 |
| Property and Casualty License | 7 |
| Security Clearance | 8 |
| Registered Nurse | 9 |
| Life and Health Insurance License | 10 |

Both knowledge of Microsoft programs and programming skills ranked in the top requested software skills. The top requested certificate was Driver's License, followed by Certified Public Accountant and Insurance License.

Notes:

Data for this analysis has been extracted using Burning Glass Technologies Labor/Insight™ tool which collects information from over 35,000 web sources, including job boards, newspapers, and employer websites. While this analysis presents a broad picture of hiring activity and serves as a measure of labor demand, it does not capture openings that are filled through other networks.

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